

METHOD AND SYSTEM FOR PROVIDING INTERACTIVE
TELEPHONY SESSIONS

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ABSTRACT OF THE INVENTION

A system and method are provided for an intermediate party to facilitate an interactive telephony session between a customer and a sender of a request for the session. The sender can provide the request to the intermediate party via electronic mail. The request includes the information to initiate the interactive telephony session with the customer as well as the information to conduct that session. In one embodiment, the information to conduct the interactive telephony session includes a URL that provides an application in VoiceXML (Voice Extensible Markup Language). The intermediate party can initiate and conduct the session at the appropriate time and provide the sender with a status regarding the session. During the session, the customer can respond with voice or DTMF inputs to various prompts, thereby proceeding with a transaction and/or providing valuable feedback to the sender.